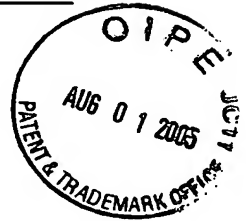


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)	MAIL STOP AF
Thomas Howard Bateman et al.)	Group Art Unit: 2116
Application No.: 10/663,740)	Examiner: REHANA PERVEEN
Filed: September 17, 2003)	Confirmation No.: 2659
For: METHOD AND SYSTEM FOR)	
COORDINATING DATA AND)	
VOICE COMMUNICATIONS VIA)	
CUSTOMER CONTACT CHANNEL)	
CHANGING SYSTEM)	



AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the outstanding Official Action issued on March 30, 2005,
kindly first amend the above-identified patent application as follows: